

NOI Provider Management System – ASAP User Guide

Introduction

The NOI Web-Based System (upgraded in 2016) allows a prospective provider to electronically submit an online application to provide Homemaker & Personal Care services, and at the option of the ASAP, Supportive Home Care Aide services, for one or more selected ASAP organizations. If approved by an authorized EOE representative, an ASAP Contract Manager is then able to review and decide on undertaking a contract with the provider at the time of the approval or at a future date. NOI also allows for ongoing management of provider information, and provides access to a listing of approved providers for ASAPs to review as needed.

2016 Upgrade Features

- ✚ Greatly improved navigation: Easy to find providers, applications, and items that require action. New ASAP and EOE reporting capabilities
- ✚ Virtually the entire contracting process can be performed in NOI - from initial provider application to execution of ASAP-Provider contract, and amendments. System allows for supporting documentation uploads.
- ✚ The “open” NOI period will be greatly expanded, unavailable only when the system is undergoing maintenance.
- ✚ Providers have the ability to easily update their information on an ongoing basis. For example, they will be able to add a new service area and alert ASAPs to this expansion, or ASAP addition.

This guide is intended for ASAP users. It provides a system overview and a step by step walk-through of the contracting process in the upgraded NOI system.

Contents

Introduction.....	1
2016 Upgrade Features	1
Revisions	2
NOI System Access	2
Add a Bookmark for NOI to your UMass VPN Home Page	2
NOI Application – Contents & Layout.....	4
Home Page	4
NOI – Other Sections	5
Search	5
About & Contact	5
NOI Provider Management System – Step by Step.....	5
New Application Arrives	5
Accepting/Rejecting an Application	6
Pursuing a Contract	7

Rate Negotiation and Executing Contract	8
After Contract is Finalized	10
Contract Amendments	10
Working With Grids in the NOI.....	10
Filtering.....	10
Sorting	12
Grouping by Column.....	12
NOI Application Support & User Requests	13
Process Overview Flowchart	14

Revisions

Date	Version	Description	Author
July 5, 2016	1	First draft created	Andy Grigorov
July 7, 2016	1.1	First draft completed	Andy Grigorov
July 12, 2016	1.2	Final draft completed	Andy Grigorov
July 15, 2016	1.3	2 minor edits, p. 6 and 7.	Andy Grigorov

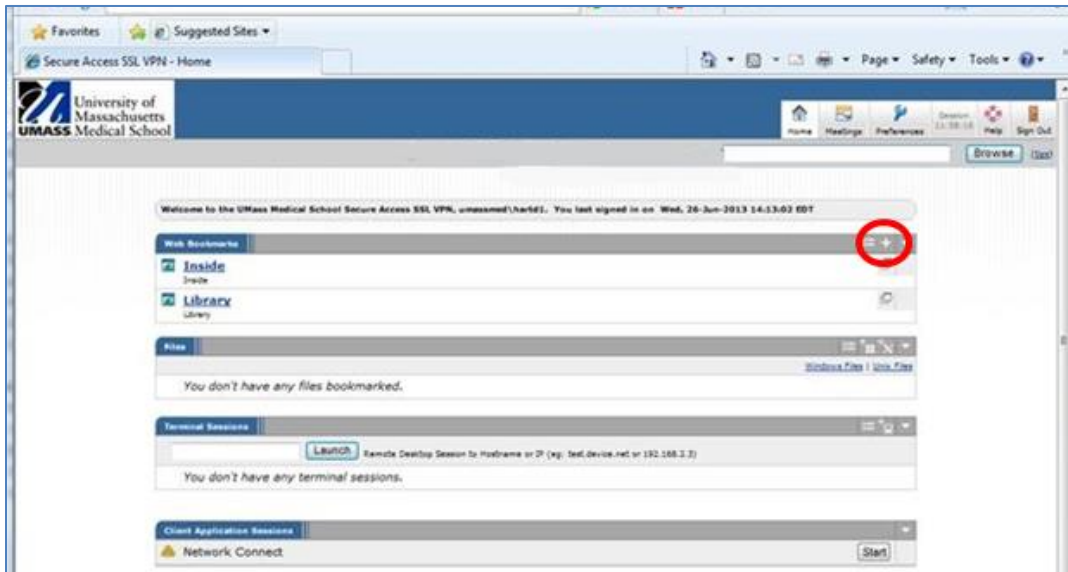
NOI System Access

ASAP NOI users must first have an UMass VPN (Virtual Private Network) account in order to access the NOI system. To request an account, a user must complete and sign the **Non-UMMS User Data Access Agreement** and email to Homemaker.noi@MassMail.State.MA.US. These forms can be requested by sending an email to same address.

Add a Bookmark for NOI to your UMass VPN Home Page

Once you have access to UMass VPN, create a bookmark on your UMass home page for convenience:

1. Click the + symbol on the upper right portion of the screen:



2. Type in the bookmark name (NOI), and the URL (web address) that you have been provided separately for the NOI site. Then click *Add Bookmark*.

Add Web Bookmark

Details

Bookmark Name:

Description:

* URL:

Display options

☐ Open bookmark in a new window

☐ Do not display the Web browser's URL address bar

☐ Do not display the Web browser's menu and the toolbar

☐ Display as a favorite

Add bookmark?

* indicates required field

3. From your UMass homepage, you can now click on the NOI bookmark to launch the application.



NOI Application – Contents & Layout

Home Page

The NOI application home page consists of two main sections, or *grids*:

1. *Applications that need Review / Accept / Reject* – This grid displays providers associated with your ASAP who's application you have not yet approved or rejected
2. *All Providers for [Your ASAP]* – This grid displays all providers associated with your ASAP that you have taken some action on (Accepted / Rejected / entered into a contract with)

See the image below for more information on the contents of the NOI ASAP home page.

For more information on using filters and sorting grids, go to the [Working with Grids in NOI](#) section of this guide.

EOEA Contracting

Home Search About Contact Manage System

Click to return to UMass Home Page

UMASSMED/Grig

UMASS

BayPath Elder Services ← Your ASAP name

Applications that need Review / Accept / Reject

Drag a column header and drop it here to group by that column

Provider Name	App Status	Status Date	Status By	App Updated	Commands
No applications to review currently, in this example					No items to display

All Providers for BayPath Elder Services

Applications, completed or in progress, that ASAP has already acted on

Drag a column header and drop it here to group by that column

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
Allied Home Health Care	Rejected	UMASSMED/RedF	2/2/2016 1:46:06 PM	12/17/2015 1:20:31 PM	Yes	View Provider
21st Century Home Care	Accepted	UMASSMED/RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes	View Provider
Providential	Accepted	UMASSMED/RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	View Provider
At Home Senior Care, Inc.	Accepted	UMASSMED/RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	View Provider

https://ssl.umassmed.edu/ASAP/Danainfo=globalcontracting-stp.umassmed.edu/SSI+ASAPLines?A...

NOI – Other Sections

Search

ASAP users can conduct a search to identify providers who cover specific towns in this section of the NOI. Click the Search heading to access this feature:

About & Contact

These sections simply contain basic ASAP facts & information about EOE. Future versions of the NOI may enhance these sections.

NOI Provider Management System – Step by Step

New Application Arrives

ASAPs learn of the arrival of new provider applications by logging into the NOI system regularly. There are no longer email notifications sent to ASAPs to alert them. A new application appearing on your ASAP NOI home page as shown below indicates that this provider has been approved by EOE to pursue ASAP contracts.

1. Click the Accept Reject button in the Commands column to open the application.

BayPath Elder Services						
Applications that need Review / Accept / Reject						
Drag a column header and drop it here to group by that column						
Provider Name	App Status	Status Date	Status By	App Updated	Commands	
ag-test-070616	Submitted	7/6/2016 1:10:06 PM	UMASSMEDIGrigoroA	7/6/2016 1:10:06 PM	Accept Reject	
1						1 - 1 of 1 items
All Providers for BayPath Elder Services						
Drag a column header and drop it here to group by that column						
Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
Allied Home Health Care	Rejected	UMASSMEDIGRedF	2/2/2016 1:46:06 PM	12/17/2015 1:20:31 PM	Yes	View Provider
21st Century Home Care	Accepted	UMASSMEDIGRedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes	View Provider
Providential	Accepted	UMASSMEDIGRedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	View Provider

- Open and review the provider's responses in each section of the application. To expand a section, either click directly on the section itself or click the arrow to the far right of the desired section. Do the same to collapse sections.

To expand or collapse all sections at once, click the + - symbols near the top of the screen.

HNOI Application for ag-test-070616

1. Provider Corporate Data

2. Unit Rate Calculation

3. (Full Time Equivalent) Worker Count

4. Assurances & Certifications

5. ASAP Selection and Towns Service Ability

6. Service Capability

7. Client / Service Coordination

8. Client Tracking

9. Staffing Structure

10. Hiring and Equal Opportunity

11. Staff Supervision

12. Billing Verification

13. Policies and Procedures

Application Hard Copy 7/6/2016

Accepting/Rejecting an Application

- In this example the ASAP is accepting the provider's application and will pursue a contract. When your review is complete and a decision reached regarding the application, add a comment at the bottom of the page in the *Review Notes* section. This comment will be visible to the provider. Then click *Accept*.

8. Client Tracking

9. Staffing Structure

10. Hiring and Equal Opportunity

11. Staff Supervision

12. Billing Verification

13. Policies and Procedures

Application Hard Copy 7/6/2016

Review Notes:

Application reviewed and accepted 7/6/16 by Ed Smith, Contract Manager, BayPath Elder Services.

Save Accept Reject Cancel

This will return you to your home page. You will notice that the accepted application is now in the lower *All Providers...* section, because you have taken an action on it. Note that you can filter and sort using the

various column headers, including *application status*, and whether or not a provider has an *active contract* with you.

Applications that need Review / Accept / Reject

Drag a column header and drop it here to group by that column

Provider Name	App Status	Status Date	Status By	App Updated	Commands
---------------	------------	-------------	-----------	-------------	----------

No items to display

All Providers for BayPath Elder Services

Drag a column header and drop it here to group by that column

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
Allied Home Health Care	Rejected	UMASSMEDI/RedF	2/2/2016 1:46:06 PM	12/17/2015 1:20:31 PM	Yes	View Provider
21st Century Home Care	Accepted	UMASSMEDI/RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes	View Provider
Providential	Accepted	UMASSMEDI/RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	View Provider
At Home Senior Care, Inc.	Accepted	UMASSMEDI/RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	View Provider
Home Care	Accepted	UMASSMEDI/RedF	2/2/2016 2:03:39 PM	2/2/2016 2:27:12 PM	No	View Provider
ag-provider-4	Accepted	UMASSMEDI/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	View Provider
ag-test-062416	Accepted	UMASSMEDI/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	View Provider
ag-test-070616	Accepted	UMASSMEDI/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	No	View Provider

Pursuing a Contract

- To move forward with the contracting process, click *View Provider* in the appropriate row.
- Click the *Add Contract* button. You also have the option to view the application from this page.

EOEA Contracting

Home Search About Contact Manage System

Contract Statuses for ag-test-070616

[Add Contract](#) [View Application](#)

[Back To Top](#)

- This opens the contract creation page. Under Contract Details, enter the performance of service date information as desired.

Create New NOI Contract for ag-test-070616

This page will allow you to enter specific NOI contract information. The information you enter on this page will appear in the contract and become part of the agreement between the ASAP and Provider. The ASAP contract manager is the only user that can enter and edit this information on this page.

Contract Details

Performance of service shall begin on or about:

Performance of service shall end on or about:

7. Review the cities and towns to be serviced by the provider.

Rate Negotiation and Executing Contract

8. Review the Contracted Unit Rate section, and the corresponding Rate Sheet completed by the provider. To negotiate a rate, enter your counter offer next to the appropriate service. To enter a rate, use the arrows or enter the rate directly into the field.

Select	Service Description	Unit Rate (15 Min)	Hourly Rate (Calculated)	
☒	Homemaker - 42+	\$4.15	\$16.60	Rate Sheet

9. Add a comment at the bottom of the page noting your action. Always include the date, your name and organization in any comments. Then in order for the provider to review and make a counter proposal, click *Save Contract for Provider Review*. You must click this option to execute a contract. The ASAP is able to execute a contract without any provider action taken.

Unit Rate Comments (Optional)

7/6/16- New proposed unit rate for Homemaker - 42+ = \$4.15/unit. Ed Smith, Contract Manager, BayPath Elder Services

At this point the provider can again view the status of the contract, review the rate proposal that you have made and make a counter offer. Whether or not this process occurs within the system or in person/by phone the amount is negotiable up until the time when the ASAP executes the contract in the NOI application.

10. Print out the *Contract Hard Copy* when you are ready to execute the contract. The provider's information, including the final negotiated rate, is automatically transferred to the contract document. Sign and send by post to the provider for their signature. Make the fully signed copy available for upload by scanning and saving it to your computer.

Contract Statuses for ag-test-070616

Add Contract View Application

Reviewable Contract for 7/6/2016 - 6/30/2019

Contract Hard Copy Edit Contract Execute Contract

Updated By: ag-test-070616 - Wednesday, July 6, 2016 2:26:11 PM

11. When you have the signed Contract available, click *Execute Contract*.

Contract Statuses for ag-test-070616

Add Contract View Application

Reviewable Contract for 7/6/2016 - 6/30/2019

Contract Hard Copy Edit Contract **Execute Contract**

Updated By: ag-test-070616 - Wednesday, July 6, 2016 2:26:11 PM

12. Click *Select Executed Contract*, locate the signed contract saved on your computer system, and open to upload it.

Execute NOI Contract for ag-test-070616

Upload Signed Contract

Select Executed Contract

Execute Contract Cancel

13. Finally, click on *Execute Contract* on this same page:

Execute NOI Contract for ag-test-070616

Upload Signed Contract

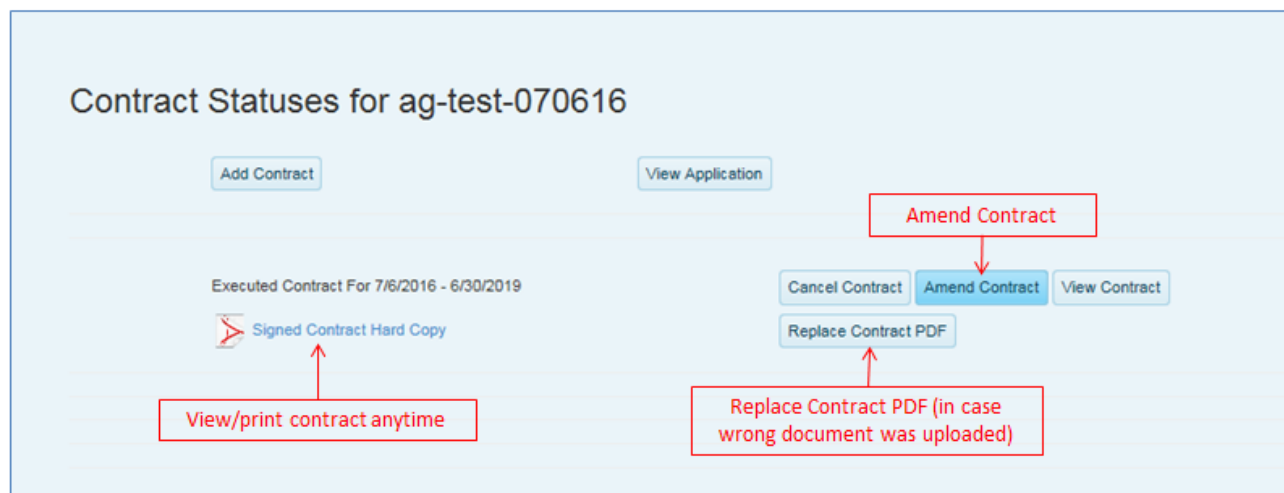
Executed Contract For 7/6/2016 - 6/30/2019

Signed Contract Hard Copy

Execute Contract Cancel

After Contract is Finalized

Once the contract is executed, you have additional options available to you when you view this provider's information in the NOI system.



Contract Amendments

Clicking on the *Amend Contract* button opens the page below, allowing for the modification of geographic service areas, negotiated rate(s), and provider name for an approved contracted provider.

Any change initiated by the ASAP can be either *saved*, or *saved for Provider Review* (which allows provider edits.) The amendment effective date must also be entered.

Amendment Details for ag-test-070616

Section II, Period of Performance

Effective date of original contract: Wednesday, July 6, 2016

Current end date of contract: Sunday, June 30, 2019

Amended end date of services under contract: 6/30/2019

Attachment C shall be amended to the following geographic areas

Negotiated Unit Rate(s) contained in Attachment D shall be amended as follows

Provider name is amended to reflect an official change

Save Amendment Save Amendment for Provider Review Cancel

Working With Grids in the NOI

The grids located on the home page in the NOI application allow an ASAP user to filter and sort in a multitude of ways.

Filtering

At the top of each column is the column name, and a filter symbol: . Clicking on that symbol displays your filtering options for that column.

For example, if you want to view only providers who have an *active contract* you could follow these steps:

1. In the *All Providers...* grid, click the filter symbol at the top of the *Has Contract(s)* column to display options:

Drag a column header and drop it here to group by that column

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
Allied Home Health Care	Rejected	UMASSMED\RedF	2/2/2016 1:46:06 PM	12/17/2015 1:20:31 PM	Yes	Show items with value that: Is equal to And Is equal to Filter Clear View Provider
21st Century Home Care	Accepted	UMASSMED\RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes	
Providential	Accepted	UMASSMED\RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	
At Home Senior Care, Inc.	Accepted	UMASSMED\RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	
Home Care	Accepted	UMASSMED\RedF	2/2/2016 2:03:39 PM	2/2/2016 2:27:12 PM	No	
ag-provider-4	Accepted	UMASSMED\GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	
ag-test-062416	Accepted	UMASSMED\GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	

Note that under *Show items with value that*, you have many options. In this case *Is equal to* works well for my desired outcome.

2. Enter "Yes" in the text field and click the *Filter* button to capture all providers with existing contracts.

Show items with value that:

Is equal to

Yes

And

Is equal to

Filter

Clear

The grid now only shows providers who have contracts:

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)
Allied Home Health Care	Rejected	UMASSMED\RedF	2/2/2016 1:46:06 PM	12/17/2015 1:20:31 PM	Yes
21st Century Home Care	Accepted	UMASSMED\RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes
Providential	Accepted	UMASSMED\RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes
At Home Senior Care, Inc.	Accepted	UMASSMED\RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes
ag-provider-4	Accepted	UMASSMED\GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes
ag-test-062416	Accepted	UMASSMED\GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes
ag-test-070616	Accepted	UMASSMED\GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes

For some filtering jobs, it may be easier to change the *Show items with value that* selection to *Starts with*. In the example below the Provider Name column is being filtered to show only providers who's name *starts with "AG"*.

Provider Name App Status App

Allied Home Health Care

21st Century Home Care

Providential

At Home Senior Care, Inc.

ag-provider-4

ag-test-062416

ag-test-070616

Accepted

UMA

Show items with value that:

Starts with

ag

And

Is equal to

Filter Clear

Adding this filter results in the grid shown below, only showing providers whose name starts with those letters:

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
ag-provider-4	Accepted	UMASSMED/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	View Provider
ag-test-062416	Accepted	UMASSMED/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	View Provider
ag-test-070616	Accepted	UMASSMED/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes	View Provider

1 - 3 of 3 items

*Be sure to *clear* filters after you have used them, unless you intend to keep them in place. The *clear* option is available when you click the filter symbol. If you do not see the information you expect in your grid, it could be because a filter is in place that needs to be cleared.

Sorting

Simply click on a column header to sort by that column's data. A small arrow indicates that the grid is being sorted by that column. In the example below, the grid is sorted by the most recent App Update, most recent first:

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
ag-test-070616	Accepted	UMASSMED/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes	View Provider
ag-provider-4	Accepted	UMASSMED/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	View Provider
ag-test-062416	Accepted	UMASSMED/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	View Provider
Home Care	Accepted	UMASSMED/RedF	2/2/2016 2:03:39 PM	2/2/2016 2:27:12 PM	No	View Provider
At Home Senior Care, Inc.	Accepted	UMASSMED/RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	View Provider
Providential	Accepted	UMASSMED/RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	View Provider

Grouping by Column

At the top of each grid you have the option to group by any column. This is achieved, as indicated in the text at the top of the grid, by dragging a column header and dropping it at the top of the grid.

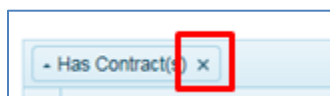
All Providers for BayPath Elder Services						
Drag a column header and drop it here to group by that column						
Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
ag-test-070616	Accepted	UMASSMED/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes	View Provider
ag-provider-4	Accepted	UMASSMED/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	View Provider
ag-test-062416	Accepted	UMASSMED/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	View Provider

The screen below shows the same grid after the *Has Contract(s)* column has been dragged to that location on the screen. Note how the display of the data has changed to reflect this grouping choice:

All Providers for BayPath Elder Services

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
Has Contract(s): No						
Home Care	Accepted	UMASSMED/RedF	2/2/2016 2:03:39 PM	2/2/2016 2:27:12 PM	No	View Provider
Has Contract(s): Yes						
ag-test-070616	Accepted	UMASSMED/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes	View Provider
ag-provider-4	Accepted	UMASSMED/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	View Provider
ag-test-062416	Accepted	UMASSMED/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	View Provider
At Home Senior Care, Inc.	Accepted	UMASSMED/RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	View Provider
Providential	Accepted	UMASSMED/RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	View Provider
21st Century Home Care	Accepted	UMASSMED/RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes	View Provider

To undo this grouping display, click on the X next to the group item:



NOI Application Support & User Requests

All issues related to the NOI and the NOI Provider Management System should be sent to Homemaker.noi@MassMail.State.MA.US.

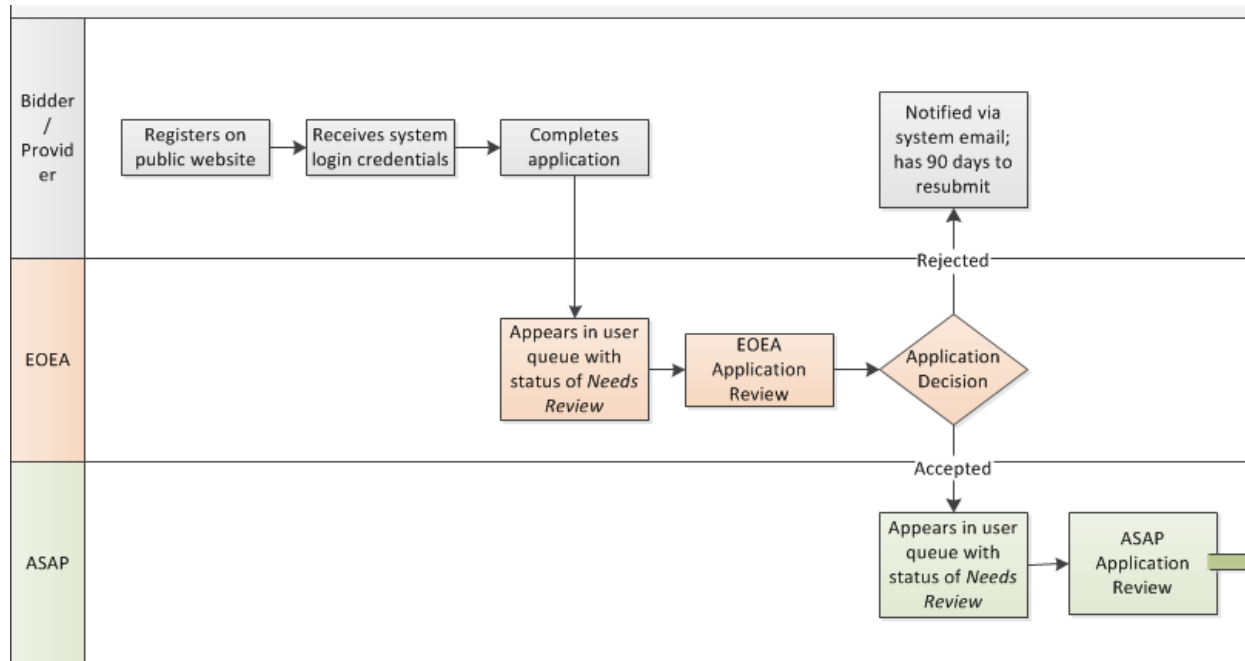
Please include as much detail as possible when describing your issue.

Regarding user requests:

ASAP NOI users must first have an UMass VPN (Virtual Private Network) account in order to access the NOI system. To request an account, a user must complete and sign the **Non-UMMS User Data Access Agreement** and email to Homemaker.noi@MassMail.State.MA.US. These forms can be requested by sending an email to same address.

It is essential that users who are no longer in need of access to the UMass VPN and/or the NOI are deactivated. Please be vigilant in submitting the appropriate names for deactivation when needed.

Process Overview Flowchart



Continued below....

